

To be considered, your current application and your responses to this questionnaire must be on file, received, or postmarked by **February 2, 2009**

**UNEMPLOYMENT INSURANCE FIELD REPRESENTATIVE**  
#23-72920, Omaha  
**NEBRASKA WORKFORCE DEVELOPMENT**  
**Training and Experience Questionnaire**  
**Evaluation Criteria**

You will be evaluated on your experience and training for the position(s) checked above, based on your responses to the items below. Your responses will be scored on what you say and include. Please make them as complete and accurate as possible. No item on this form is intended to have you provide information that would indicate your race, color, ethnic group, national origin, religion, sex, age, marital status, political persuasion, or any physical or mental disability. The words "ability" and "experience" in this questionnaire refer in all cases to ability or experience with or without reasonable accommodation for disabilities recognized under the Americans with Disabilities Act (ADA) of 1990. Applicants who need accommodation in the scoring process should request this in advance.

**PROVIDE YOUR RESPONSES AS FOLLOWS:**

- \* On a separate sheet of paper, respond to each of the following statements or questions individually and completely.
- \* Number your responses to correspond with the items.
- \* Explain or describe any experience (paid or unpaid) and/or training related to each item.
- \* Describe each job, occurrence, or course and the amount of time or credit it involved.

Submit these responses to be placed with your application. Keep a copy of your responses for possible use in an interview. **Be sure to put your name and Social Security number on each page of the responses you submit.** Please call (402) 471-4463 if you have any questions on how to complete this questionnaire. Your application for this position will not be complete until your responses to these items are received by:

**Nebraska State Personnel**  
wrk4neb.dasper@nebraska.gov  
**301 Centennial Mall South**  
**P. O. Box 94905**  
**Lincoln, NE 68509-4905**

1. The person in this position must know the principles and practices of accounting and be able to apply agency policies and procedures and Employment Security law in order to audit employer records and conduct financial investigations. Describe the experience or coursework you have had in accounting. Be sure to distinguish experience in bookkeeping or clerical accounting from experience as an accountant or auditor. Emphasize any experience you have had with payroll forms and practices in private industry, and explain how you used them and what you did.
2. The Field Representative must be able to use computers and willing to use computer spreadsheet programs or word processing packages to access data, organize information, and prepare reports. Describe the experience or coursework you have had in using computers. Explain any experience you have had in accessing data or using spreadsheets or word processing, or your willingness to learn to do so. Emphasize any experience using word processing and computer spreadsheet or database management programs or packages to generate correspondence, accounting documents, or fiscal or financial reports or data.

**(over)**

3. The person in this position must be able to do regulatory work including comprehending, interpreting, and applying statutes, regulations, and accounting principles, in order to advise employers, accountants, and attorneys; investigate complaints and discrepancies; review records; and ensure compliance with State and federal standards. Describe any experience or coursework you have had in using or filling out government forms, or in interpreting and applying accounting principles and standards and State or federal statutes, regulations, or policies. Explain any experience reviewing or regulating operations, facilities, procedures, projects, or systems. Emphasize any experience investigating complaints, violations, or discrepancies, or enforcing compliance with accounting guidelines or State or federal laws, regulations, or standards.
4. The Field Representative must be able to interact and communicate in person, over the telephone, and in written formats with people from all varieties of backgrounds and socioeconomic levels, in order to advise managers; provide guidance to private employers, accountants, and attorneys; share information with other agency offices; obtain information from private industry employers and payroll accountants; prepare numerous documents and reports; and provide input and feedback on audits and investigations. Describe the experience or coursework you have had in communicating with others, especially establishing working relationships, providing advice or guidance to others, completing forms, or preparing or composing reports. Include any experience preparing and presenting fiscal, financial, audit, or investigative reports on a regular basis. Emphasize experience in being sensitive to differences and adjusting your approach to interact with people from a variety of backgrounds or in persuading, negotiating with, or making recommendations to managers, officials, or outside employers.
5. The person in this position must be able to maintain his or her professional composure in order to interact and communicate with people who may be difficult, reluctant, upset, hostile, or angry regarding programs, payments, regulations, findings, or decisions. Describe the experience you have had in working with the public. Include any experience or coursework you have had in human or public relations or dealing with difficult people. Emphasize any experience maintaining calm personal composure and representing an organization or agency in a positive manner, while working with complaints or dissatisfied clients or customers on a regular basis.
6. The Field Representative must be able to work independently without an immediate supervisor present, in order to cover the assigned caseload and territory and meet deadlines for data collection. Describe the experience or coursework/training you have had in self-motivation, time or workload planning, or preparing an efficient itinerary. Include any experience working alone or without supervision. Emphasize any experience being on the road, with responsibility for planning, scheduling, and accomplishing work within an assigned area.